History in Brief

Date	Event
1988	
20 July	The Commissioner for Administrative Complaints (“COMAC”) Bill was passed by the Legislative Council (“LegCo”)
1989	
1 February	The COMAC Ordinance was enacted First Commissioner Mr Arthur Garcia, JP assumed office
1 March	The Office of COMAC became operational
15 November	COMAC became a member of the International Ombudsman Institute (“IOI”)
1994	
1 February	Second Commissioner Mr Andrew So, JP assumed office
24 June	The COMAC Ordinance was amended : • to enable the public to lodge complaints directly, instead of by referral from LegCo Members • to extend the jurisdiction to some major statutory bodies • to empower the Commissioner to publish anonymised investigation reports • to empower the Commissioner to initiate direct investigation
30 June	Advisers were appointed to provide expert advice and professional opinion
1 July	Chinese title of the Commissioner was changed to「申訴專員」and the Office to「申訴專員公署」
1 October	First batch of contract investigation officers was recruited
1995	
1 March	Jurisdiction was extended to investigation into alleged breach of Code on Access to Information
24-26 October	The Commissioner hosted the 15th Australasian and Pacific Ombudsman Conference and the International Ombudsman Symposium
1996	
25 January	Use of Internal Complaint Handling (“INCH”) mode was introduced to resolve complaints
1 March	Non-official Justices of the Peace (“JPs”) were enlisted in a JPs Assistance Scheme

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16 April	The Ombudsman's Office participated in the establishment of the Asian Ombudsman Association ("AOA") and became a founding member
20-29 April	Exchange programme with the China Supervision Institute was arranged
12-13 June	First Complaint Management Workshop for public officers was organised
5 September	Resource Centre was opened
24 October	The Ombudsman was elected to the Board of Directors of the IOI (until 31 January 1999)
27 December	• English titles were changed to "The Ombudsman" and "Office of The Ombudsman" • Jurisdiction was extended to investigation into complaints of non-compliance with the Code on Access to Information against Government departments not included earlier
1997	
1 April	Mediation service was launched as an alternative dispute resolution method
25 July	The Ombudsman's Awards were introduced to recognise public organisations handling complaints positively
1998	
8 May	The Ombudsman was elected Secretary to the AOA
1 July	The Ombudsman Certificate of Appreciation was introduced to knowledge complainants making special contribution towards a higher standard of public administration
1999	
1 April	Third Ombudsman Ms Alice Tai, JP assumed office
22 July	The Ombudsman's Awards were extended to recognise public officers' contribution towards better quality services
2000	
5 January	Complaints by e-mail were accepted
27 July	The Ombudsman's Awards were further extended to public officers handling complaints professionally
2 November	The Ombudsman was elected to the Board of Directors of the IOI

History in Brief

Date	Event
2001	
28 March	Telephone complaint service was introduced
1 April	Administrative systems independent of Government were instituted in preparation for delinking
19 December	The Ombudsman (Amendment) Ordinance 2001 came into operation : • to establish The Ombudsman as a corporation sole with full powers to conduct its own financial and administrative matters • to empower The Ombudsman to set terms and conditions of appointment for staff • to sever linkage with Government systems and processes • to give statutory status to mediation as an alternative dispute resolution method for processing complaints
2002	
28 March	Permanent office accommodation was acquired
6 September	Office moved to permanent accommodation at Shun Tak Centre in Sheung Wan
16 October	The Ombudsman was elected Secretary to the IOI
2003	
12 November	Mediation training was extended to officers of scheduled organisations
2004	
7 January	As an Ombudsman in Asia Pacific Region and the first ever Ombudsman invited to speak in an international conference on “Good Governance” in Ulaanbaatar, Mongolia
1 April	Ms Alice Tai, JP, started her second term (2004 – 2009) as The Ombudsman
10 September	Ms Alice Tai was re-elected as the Secretary of the IOI
13 December	With the departure of the last civil service secondee, this Office was staffed by a workforce entirely appointed by The Ombudsman under The Ombudsman Ordinance